

Forrest, Brian

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From: Raupers, Deb  
Sent: Tuesday, September 20, 2016 4:54 PM  
To: Forrest, Brian  
Subject: FW: Phone interview with Mrs. [REDACTED]

From: Ames, Karen  
Sent: Tuesday, September 20, 2016 3:58 PM  
To: Raupers, Deb  
Subject: RE: Phone interview with [REDACTED]

Looks accurate, can't think of anything else. Karen

From: Raupers, Deb  
Sent: Tuesday, September 20, 2016 12:00 PM  
To: Ames, Karen  
Subject: Phone interview with Mrs. [REDACTED]

Please feel free to add to narrative. This is my recollection of the phone call Friday at 12:15pm.

Friday 9/16/2016 Karen Ames and I called [REDACTED] to look into a patient complaint. We had rounded on the patient that am to find that she was discharged Thursday evening. I introduced myself and asked her if she would explain to me her complaint of what occurred when she was given blood in the ICU. [REDACTED] explained that her nurse came in the room and hung a unit of blood and started to infuse it and was going to walk out. [REDACTED] asked the nurse "don't you need to check my name and band" and follow some sort of protocol and the nurse responded "I already did that at the desk" and then walked out of the room. [REDACTED]'s sister, who is an RN, was sitting at the foot of her bed and was described as being "appalled". The sister immediately got up and checked the blood herself to make sure it was [REDACTED]. They then contacted the charge nurse to explain what had occurred. [REDACTED] stated she felt safe only after her sister who is an RN checked her blood.

Karen and I explained that we have policies and procedures that staff must follow and that we would address the issue. We thanked her for bringing this issue forward and [REDACTED] stated that she "felt like she had to speak up". She had read the "speak up flyer" on her wall and felt that this was too important to let go. She was upset that after she questioned the nurse, the nurse just excused it away. I reassured [REDACTED] that we were taking this incident seriously and that we are proud that she partnered with us in her care and was an advocate for herself. I asked if she had the Your Rights booklet that we give out on admission and she looked in her paperwork and stated she did not have it at home. I then informed her of her right to call the NYSDOH toll free number to file a concern/problem/complaint and gave her the 1-800 number. I did reassure her that we would get back to her after investigation on our end.

Karen asked [REDACTED] if she would mind if she talked to her sister. [REDACTED] said that would be fine. Karen gave [REDACTED] her number to give to her sister to call at her convenience. [REDACTED] also asked us to address a discharge pharmacy issue that occurred that resulted in her not being able to get her antibiotic until the next morning. I thanked her for sharing everything with us and told her to call if she had anything else we could help with.

deb

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